

1. A method for managing the changing of a network infrastructure, comprising:  
creating a change plan that comprises instructions about how a change is to be performed;  
associating said change plan with one of a plurality of change categories;  
providing said change plan to affected entities for approval; and  
implementing said change plan after approval has been provided by the affected entities;  
wherein said responsible entities are selected based on, and said change plan is approved in accordance with, rules related to each of said change categories into which said change plan was associated.

2. The method of claim 1, wherein said affected entities are unknown to at least one other entity involved in said method.
3. The method of claim 1, wherein said change plan is part of a change ticket.
4. The method of claim 1, wherein said change plan is accessible by a work-flow engine.
5. The method of claim 4, wherein said work-flow engine is implemented through use of a computer system.
6. The method of claim 1, wherein said affected entities comprise one of a customer, a duty manager, a change coordinator, a change approver, and an operations center.
7. The method of claim 1 whereby said change categories include one of scheduled change, unscheduled change, and event response.
8. A system for managing the changing of a network infrastructure, comprising:  
a work-flow engine;  
a change ticket comprising a change plan including instructions about how a change is to be performed, said change ticket being present in a form that can be  
5 used by said work-flow engine; and  
responsible entities connected to said work-flow engine whose approval is required before said change plan can be implemented;
- Wherein, said change plan is organized into one of a plurality of change categories based on the nature of said change, and said work-flow engine provides said change plan  
10 to said responsible entities for approval.

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